The following table uses an action-based approach to the spectrum and can be a helpful tool to aid discussion about assessing current engagement and planning for future activities.

| Actions | Involve people by: |
|---|---|
| **Innovating**<br><br>This includes prototyping, piloting, establishing and creating new ways of doing things. This can include anything from building partnerships or buildings. | **Supporting them to:**<br><br>• Design and carry out research<br>• Create solutions<br>• Implement ideas<br>• Learn from actions |
| **Managing, delivering and evaluating**<br><br>Working in partnership to manage ongoing activities. | **Having:**<br><br>• Clear roles for the public<br>• Elections and interviews when appropriate<br>• Clear and accessible accountabilities for all roles (including staff), groups and committees.<br><br>**Asking them to take actions such as:**<br><br>• Managing or overseeing actions, processes and procurement<br>• Directly delivering services or reviewing providers<br>• Evaluating actions, processes and outcomes |
| **Prioritising and planning**<br><br>Working in partnership to prioritise actions and plan implementation. | • Agreeing priorities in a clear, transparent way (this can include stopping certain actions)<br>• Having clear accountabilities for planning at all stages<br>• Having a transparent and adaptable budget |
| **Listening, responding and acting**<br><br>Actively seeking feedback, responding to ideas, compliments and complaints with actions. | **Asking them to help:**<br><br>• Interpret feedback<br>• Influence responses to ideas, compliments and complaints<br>• Asking for ideas for actions<br><br>This includes telling people what this action was, particularly those who have given feedback. |
| **Asking and discussing**<br><br>Asking people what they think, need and want and discussing it with them. | Inviting people from your intended audience or people you are trying to help to:<br>• Design **how** you will collect feedback and **interpret** the results<br>• Identify any potential barriers that might stop people from giving feedback. |
| **Telling**<br><br>Giving information about what you have done, are doing or are going to do. | • Sharing opportunities to be involved<br>• Asking people for ideas and support to share and disseminate what you want to tell people |